Louisiana Kids and Family Integrated Data System (LAKIDS)

Task 4.1
Louisiana System Requirements Definition

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1 Introduction

1.1 Background

The System Requirements Definition (SRD) document is the first design document to be delivered for the LAKIDS application. The SRD represents the system functionality required to support LAKIDS implementation. This document serves as the starting point for the subsequent Conceptual System Design (CSD) activities.

The Requirements Definition task, which was scheduled to take place between October 16, 2000 and March 3, 2001 (according to the Project Plan), is the first set of design activities for LAKIDS. The integrated project team captured the workflows in different functional areas, performed a detailed analysis of the State's service delivery operations, and defined the functionality to be considered and supported by LAKIDS.

The objective of the Requirements Definition task was to ensure the LAKIDS Project Team had a thorough understanding of the Louisiana child welfare environment and to confirm and refine the requirements specified in the Louisiana SACWIS RFP. The LAKIDS project team took the approach to hold Requirements Definition Sessions, where potential users and various stakeholders across the State attended, to help validate the RFP Requirements through workflow discussions for different functional areas.

In an attempt to further refine the RFP requirements, OCS Focus Group Requirements and some APD Requirements were also addressed throughout the Requirements Definition Sessions. Other sources of inputs that were utilized throughout these sessions were:

- Federal SACWIS Requirements,
- TIPS Application functions,
- Existing Louisiana Child Welfare Practice,
- Louisiana State Subject Matter Experts (both State Office and Parish personnel),
- AMS SACWIS Knowledge, and the
- AMS Baseline SACWIS System.

1.2 Objective

The objective of the System Requirements Definition deliverable is to document the functionality desired by the LAKIDS stakeholders. Some of the stakeholders, not necessarily an all-inclusive list, who were present in the Requirements Definition Sessions were field staff, supervisors, Quality Assurance personnel, State Office

personnel, and OM&F workers.

Our approach has been to ensure the documentation of all desired functionality in the Requirements Definition phase of LAKIDS. Some of the functionality that LAKIDS will need to support are critical (e.g., track abuse and neglect reports, issue payments to providers) whereas some others may be less critical but still desired (e.g, scanning of hard-copy documents). In the upcoming Conceptual System Design (CSD) Phase, the LAKIDS Project Team, as part of the on-going design activity, will work to prioritize the desired functionality by assessing the priority and the level of effort necessary for design in Phase 1 and subsequently the implementation as part of LAKIDS Phase 2. As a result of this assessment, we will categorize the desired functionality as being a priority or an option based on the current and projected State resources.

Our understanding is that State resources are limited at this time in terms of funding, personnel, system support, etc. Therefore, to minimize risk and increase the likelihood of success, we must consider and limit the application capabilities to those that provide the best benefit and effectiveness in terms of services to the Department's clients. Our plan is to focus our effort on producing conceptual and detailed design documents for LAKIDS functionality that OCS assesses as being a priority. The functionality that is categorized as being optional will still be recorded and tracked through LAKIDS Issue Management database. This will allow the optional functionality to be addressed in the future as additional State resources become available.

1.3 Approach

The AMS Team, in collaboration with OCS and MAXIMUS, planned, scheduled, and conducted Requirements Definition Sessions which defined the framework for the requirement definition process. The work products included in this document, are the result of twenty Requirements Definition Sessions held between November 28, 2000 and January 18, 2001. These Requirements Definition Sessions were conducted to cover different functional components of LAKIDS (e.g., Intake, Investigation, Resource Certification, Eligibility Determination, and Financial Management). The processes and procedures for these sessions included:

- Identification of session subject matter,
- Required skill sets for the participants (e.g., child welfare subject matter expertise),
- Documentation procedures for the session (e.g., meeting notes),
- Rules establishing and confirming the identified requirements and their scope, and
- Procedures for decision and issue tracking, escalation, and resolution.

The sessions' objective was to capture the workflow and functional requirements in a

particular area. For example, during the Intake Session, the flow of events initiating from the incoming call culminating with the assignment to the Investigation Unit was captured. The parties involved (e.g., Intake Worker, Intake Supervisor) and the actions taken (e.g., recording demographic information, documenting allegations, and conducting background checks) were recorded. Discussions took place during the sessions and the decisions made were recorded as part of the Meeting Minutes. These Meeting Minutes were distributed to the sessions' participants for review and feedback. The AMS Team updated the Meeting Minutes to reflect the necessary changes.

Based on the input gathered in the sessions, the AMS Team drafted Business Scenarios (Workflow Captures) to record the high-level, "as-is" description of the processes, decision points and the exceptions identified throughout the sessions, and, in some instances, changes to affect the current business process flow when LAKIDS is implemented (i.e. provide electronic invoicing option to OCS resources). Please refer to *Section 1.2.1 Business Scenarios (Workflow Captures)* for more detail. In an effort to provide graphical depiction of the Business Scenarios, Workflow Diagrams were created. These Workflow Diagrams map to each Business Scenario and are intended to emphasize and present the decision points, exceptions (if identified) and the flow of events in a graphical format.

The completed Business Scenarios were then reviewed and signed-off by the State Session Manager. Subsequently, Use Cases were developed. Use Cases describe the interaction between LAKIDS and users. Each Business Scenario included in this document has a section listing the Use Cases that collectively detail the functionality described throughout the Business Scenario. The objective while creating the Use Cases was to start building the "to-be" model to serve as the foundation for LAKIDS in the subsequent Conceptual System Design (CSD) and Detailed System Design (DSD) phases. The Use Cases included in this document are described at a high-level. These Use Cases will be further refined in the upcoming CSD phase to create Expanded Use Cases. This iterative approach is consistent with the Object Oriented Analysis and Design (OOAD) methodology employed in LAKIDS design.

One of the components of the Use Cases is to identify LAKIDS' users. These are referred to as Actor(s) throughout this document. An Actor is a role that a user plays with respect to the system. Documenting Actor(s) of LAKIDS is an important first step to identify the complete list of stakeholders. This will also be useful when conducting "Impact of Re-engineered Business Processes Analysis" as part of the CSD Phase. The Actor(s) are identified within each Use Case and are also listed in the Master Actor Glossary included in *Section 5: Master Actor Glossary* of this document.

Tracking system requirements is a critical task in all system projects. The AMS Team, as described in the proposal, is using RequisitePro as the requirements tracking tool. This tool is the central repository for different groups of requirements (i.e., Louisiana

SACWIS RFP Requirements, OCS Focus Group Requirements and some of the APD requirements). These requirements are categorized at a high level in four major groups: (1) Functional Requirements, (2) Technical Requirements, (3) Functional/Technical Requirements, and (4) General System Requirements.

The Technical Requirements are those identified as relating purely to the technical system architecture and are addressed in the System Architecture Specifications (SAS) deliverable. Requirements identified as Functional/Technical have technical *and* functional features and are addressed both by the System Architecture Specifications (SAS) and by the System Requirements Definition (SRD) deliverables. General System Requirements denote those requirements that span across all Business Scenarios and Use Cases or are met as a result of implementing a complete system.

In order to ensure that the Business Scenarios and Use Cases capture the functional requirements of LAKIDS, the requirements classified as Functional and Functional/Technical were reviewed and mapped to the Business Scenarios and Use Cases. Please refer to *Section 7: Requirements Mapped to Business Scenarios/Use Cases* for a list of these requirements and respective categorizations. Technical and General System Requirements do not have Business Scenarios and Use Cases assigned to them as part of this SRD. These requirements, which have no associated Business Scenarios or Use Cases at this time, span across all system functionality or are met as a result of implementing a complete system. However, lack of a Business Scenario or a Use Case cross-reference to such requirements is not an indication that these requirements are unaddressed.

As per the contract requirements, AMS continues to be committed to completing the LAKIDS design.

1.4 Work Products

The System Requirements Definition document is comprised of several sections that collectively describe the LAKIDS functional requirements. These sections are Business Scenarios (Workflow Captures), Workflow Diagrams, Use Cases, Master Actor/Role Glossary, Master Interface List, and Requirements Mapped to Business Scenarios/Use Cases. These sections are explained in detail below:

1.4.1 Business Scenarios (Workflow Captures)

Business Scenarios (Workflow Captures) are textual descriptions of how the users of the system complete their associated tasks. The scenarios provide examples of the OCS day-to-day operations performed to meet the service delivery objectives.

Business Scenarios validate the comprehensiveness of LAKIDS functional features.

The Business Scenarios will also serve as a basis for the development of System Test Scenarios during Phase 2.

Business Scenarios in the System Requirements Definition document are grouped into five major categories to depict a typical SACWIS system service delivery. These categories are:

- Service Management,
- Provider Management,
- Financial Management,
- Worker Management, and
- Common Application Modules.

Please refer to *Section 2: Business Scenarios (Workflow Captures)* for individual Business Scenarios.

Each Business Scenario contains a section that documents the requirements addressed. The user requirements vary in specificity, very general to very detailed. For the SRD, the Business Scenarios are presented at a high level and requirements are mapped to Business Scenarios. The mapping of these requirements represents a placeholder for the next steps in the design process. A complete list of requirements has been included in *Section 7: Requirements Mapped to Business Scenarios/Use Cases* to provide a cross references of Business Scenarios to requirements.

In addition, only functional requirements have been mapped to a Business Scenario. The list of requirements contained in *Section 7* indicates those requirements as being categorized by either Technical or General System requirements.

1.4.2 Workflow Diagrams

Workflow Diagrams are the graphical depiction of their respective Business Scenarios (Workflow Captures). Each Business Scenario in this document also has an associated Workflow Diagram with the same name. Workflow Diagrams map to each Business Scenario and are intended to emphasize and present the decision points, exceptions (if identified) and the flow of events in a graphical format.

1.4.3 Use Cases

Ivar Jacobson, an Object Oriented Analysis and Methodology (OOAD) expert, defines a Use Case as *"a sequence of transactions in a system whose task is to yield a result of measurable value to an individual actor of the system."* In simple terms, a Use Case describes a business event for which the system is responsible. Business events are

actions that an actor (system user) initiates with the system in order to complete an activity. A business event triggers a business process that is the system's responsibility. In each Use Case, actors are associated with the appropriate roles. There are three distinct roles for actors supported by the OOAD methodology. These are:

- **Initiator (I)**: Actors, classified as Initiators, initiate system events. (e.g., The Intake Worker is an Initiator in the Document Intake Use Case.)
- **External Receiver (ER)**: Actors that consume or receive a service or information provided by the system. (e.g., The Foster Home is an External Receiver in the Disburse Payment Use Case since the Foster Home receives a check from the system.)
- **External Server (ES)**: Actors that receive a request from the system and in return provide a service. (e.g., The Intake Supervisor is an External Server in the Document Intake Use Case since his/her interaction with the system is necessary before the intake is accepted.)

Use Cases are the building blocks of the OOAD methodology and provide:

- Details of LAKIDS' pre-planned responses to some action initiated by the Actor,
- Techniques to discover actors and objects,
- Effective means of communication and interaction between the development team and business persons,
- Assistance in partitioning LAKIDS for increments, and
- Starting point for developing and testing documentation.

Use Cases are comprised of a step-by-step written description of the interaction between an actor and the system. The Use Case definition captures the system's functional requirements and provides traceability back to the System Requirements tracked in RequisitePro.

As the first phase of Object-Oriented Analysis and Design following the Requirements Definition Sessions, the Use Cases contained in this document focus on the high-level processes relevant to each business process and are centered on the "happy path" for the business practices described, (i.e., exceptions and alternate processing are not detailed).

Similar to the Requirements Addressed Section of Business Scenarios, Use Cases included in this document also have a Requirements Addressed section to serve as a tool to cross-reference between Requirements and Use Cases.

1.4.4 Master Actor/Role Glossary

The Master Actor/Role Glossary provides a definition of the system boundaries and the communities of users, defines the scope of the system, and helps to define system support requirements. The Actor/Role Glossary lists all actors/roles in the system and their respective definition. An example of an actor/role is an Intake Worker, who would enter a client's information into the system.

1.4.5 Master Interface List

The Master Interface List serves as the inventory list of all the required interfaces identified throughout the Requirements Definition Sessions. The main objective of the Master Interface List is to serve as a tool to assist OCS to prioritize the interfaces in order of their strategic significance as the LAKIDS project moves into the Conceptual System Design (CSD) Phase.

1.4.6 Requirements Mapped to Business Scenarios/Use Cases

The requirements listed in *Section 7: Requirements Mapped to Business Scenarios/Use Cases* are maintained in the LAKIDS requirements tracking tool, RequisitePro. These requirements are categorized at a high level in four major groups: (1) Functional Requirements, (2) Technical Requirements, (3) Functional/Technical Requirements and (4) General System Requirements.

In order to ensure the Business Scenarios and Use Cases captured the functional requirements of LAKIDS, the functional requirements (i.e., those requirements categorized as Functional or Functional/Technical) were reviewed and mapped to the respective Business Scenarios and Use Cases.

Technical and General System Requirements do not have Business Scenarios and Use Cases assigned to them as part of this SRD. These requirements, which have no associated Business Scenarios or Use Cases at this time, span across all system functionality or are met as a result of implementing a complete system. However, lack of a Business Scenario or a Use Case cross-reference to such requirements is not an indication that these requirements are unaddressed.

As per the contract requirements, AMS continues to be committed to completing the LAKIDS design.

1.4.7 Revision History

As updates are made to the approved System Requirements Definition, a record is inserted into the table maintained in *Section 8: Revision History* to track these changes. This table provides a revision history for the document.

The page number of the change, the reason for the change, and the name of the

person initiating the change are included in this section. Additionally, after each change, the soft copy document will be appropriately labeled to reflect the most current version.